

MEMBER MANAGEMENT ASSESSMENT INSTRUCTIONS FOR COMPLETION: Utilize the most recent Program Monitoring report, letter or conduct an interview to complete the Operational Management Pre-Assessment for Member Management Practices. Add to or modify the criteria below based on Commission requirements. For any practice area where there are compliance issues or deficiencies, determine the capacity building activity to be performed by the Commission in order to strengthen the operational management for the area. This can be determined through a review of policies, procedures, and management tools and/or through an interview with staff.	Pre-Assessment						Post Assessment			
	Overall Ranking in Management Practice Area (Rate 1-5; see definitions below)	Identify which components of mgmt. practice area (s) require(s) review.	Identify the Policies and/or Procedures that need strengthening based on Commission monitoring or interview.	Identify the management tools that need to be strengthened or developed based on Commission monitoring or interview.	Summary of Commission Recommendations for Management Systems Improvement (Program Action Plan)	Commission Monitoring/Compliance and Training/Technical Assistance	Describe the capacity building activities that the Commission provided to organization throughout year.	Describe the improvements that the organization has implemented or completed to strengthen Policies and/or Procedures based on Commission monitoring or interview.	Describe the improvements that the organization has implemented or completed to strengthen management tools based on Commission monitoring or interview.	Overall Ranking in Management Practice Area (Rate *5-1; see definitions below)
PRE-ENROLLMENT: Strong management systems ensure that members have completed an application to the program; the program has confirmed applicant's eligibility to serve prior to enrollment; there is documented acceptance to the program which is dependent upon passing the National Service Criminal History Checks (NSCHC); the applicant has provided consent to complete the NSCHC; Social Security Number and Citizenship eligibility has been cleared in the My AmeriCorps Portal for all applicants/members; and the program consistently completes enrollment in the Portal within 31 days.										
NATIONAL SERVICE CRIMINAL HISTORY CHECK (NSCHC) PROCESSING: Strong management systems ensure program consistently completes/initiates all required NSCHC prior to member start date; that the program has considered and documented the results of the NSCHC in determining eligibility to serve; that the program has documented the adjudication of the results to determine if results match applicant; and that the program has allowed applicant ability to explain results.										
MEMBER CONTRACT/AGREEMENT: Strong management systems ensure completion and documentation that the member contract/service agreement is up to date with all components required by CHCS and Commission, that a publicity release has been signed, and health insurance and childcare request/waivers (FT members only) have been signed. Member contract/service agreement has been signed by the member (and program staff, if required) on or before the start of service.										
DURING SERVICE TERM ACTIVITIES: Strong management systems ensure completion and documentation that all members receive required training and orientation, including training on Prohibited Activities; member timesheets are completed after hours are served and are reviewed and approved by member and program; members do not exceed maximum number of hours for training (20%) or fundraising (10%); the members are on track to complete hours; members participate in a National Day of Service; reporting is completed on time; and all applicable members receive mid-term evaluation.										
MEMBER EXIT: Strong management systems ensure completion and documentation that ALL members receive an end-of-term evaluation to determine eligibility to serve in AmeriCorps again; final calculation of hours; FT members have been exited from health insurance and child care benefits; and all members have been exited from the My AmeriCorps Portal within 31 days.										
SUBSITE OVERSIGHT: Strong management systems ensure sub-sites have all necessary training, technical assistance, and monitoring for successful member management. MOUs have strong delineation of roles and responsibilities. Determined through a review pre-contract documents.										
MEMBER EXPERIENCE: Strong management systems ensure programs support members in their AmeriCorps experience, including plans for recruitment, orientation, and member training. Determined through a review pre-contract documents.										

Definitions for Management Strength:

- 5 - Organization does not have compliance issues in this area and/or Commission has not identified areas for improvement.
- 4 - Organization has high quality, best practices for management, but may have minimal compliance issues that require review of implementation of policies/procedures/practices.
- 3 - Organization does not have fully developed or implemented policies/procedures for management and/or practices are not consistently implemented; areas of noncompliance are minimal.
- 2 - Organization has continued issues with a particular management area as documented through Commission monitoring. In-depth review of policies/procedures/practices is required.
- 1 - New organization with no policies or procedures developed as of date of assessment.